



July 11, 2003

REQUEST FOR INFORMATION

The California Department of General Services (DGS), Procurement Division is releasing a portion of the **Draft Case Management and Information Payrolling System (CMIPS) Request for Proposal, RFP – HHSDC-4130-141** for public comment. This release of the draft RFP is available from www.cmipsproject.ca.gov and includes the following sections:

- Section 3 – Current System
- Section 4 – Proposed System
- Section 6 – Technical Requirements - System Requirements Specification
- Section 6 – Technical Requirements - Statement of Work
- Section 7 – Deliverable List
- Appendix C – Data Center Statement of Work

The draft RFP documents provide interested vendors an opportunity to review and comment on the draft RFP requirements prior to the formal release expected in the fall of 2003.

DGS encourages vendors to submit written comments about the draft RFP for any vendor concern. In addition, DGS encourages vendors to make comments on four State concerns:

1. In the interest of producing a final RFP that is feasible and likely to yield the business objectives of the In-Home Supportive Services (IHSS)/ Personal Care Services Program (PCSP), vendors are encouraged to identify and comment on draft RFP contents that require additional explanation or may unnecessarily restrict concept development or exploration.
2. The Health and Human Services Data Center (HHSDC) has identified a risk that the CMIPS Project may not be affordable in the near term with current constraints on the State budget and, therefore, we ask that vendors provide information on ways to help make the CMIPS Project more affordable. For example, are there ways to set up payment schedules or project schedules to minimize the impact of design, development, and implementation in any single budget year? If so, clearly define the method and identify the benefits and risks.
3. Vendors are encouraged to specifically consider the following requirements and comment on whether they restrict concept development or may be too costly. If there are issues, suggest alternatives.
 - a. Section 6, SOW, Paragraph 3.2.8, Project Metrics. Are the number and types of metrics reasonable?
 - b. Section 6, SOW Paragraph 4.4.9, Customer Service/Help Desk. Is it reasonable to require the help desk to respond to requests in no more than 10 minutes during business hours and in no more than two hours outside of business hours? What are the cost implications of longer response times?
 - c. Section 6, SOW Paragraph 4.5.4.4, Training.
 - i) Is the amount of initial training during DDI reasonable?

- ii) For M&O, the strategy for newcomer training and major system updates is to depend on "Train-the-Trainer" and Computer-Based Training. Is there a more effective way to handle ongoing training for newcomers and system updates?
- d. Section 6, SOW Paragraph 4.6.3.7, Timesheet Processing. Are there any issues with requiring the timesheet processing facility to reside within California?
- e. Section 6, SOW Paragraph 4.4.8 Disaster Recovery.
 - i) What is the potential difference in strategy and cost for a recovery time of one, two, three, or four days?
 - ii) What is the feasibility of implementing failover for the application and database?
- 4. If the Contractor purchases all equipment and software, do you foresee any problems with transferring the licenses or maintenance agreements to HHSDC?

The project team will consider vendor comments in developing the final RFP, but will not respond to vendor comments or questions during the draft RFP review period.

The content of the remaining RFP sections will be released with the final RFP. These sections include:

- Section 1 – Introduction and Overview
- Section 2 – Rules Governing Competition
- Section 5 – Administrative Requirements
- Section 8 – Cost Instructions
- Section 9 – Proposal Format
- Section 10 – Evaluation of Proposals
- Section 11 – Model Contract
- Appendix A – Acronyms and Glossary
- Appendix B – Procurement References

Please send your comments to me by August 8th, 2003. To make comments on the draft RFP, send them electronically to me at the following email address: tom.burton@dgs.ca.gov.

Sincerely,



Tom Burton
Procurement Division
Department of General Services
(916) 375-4493